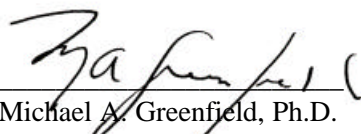


REVISION B



Manage NASA's Emergency Response



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February 1, 2002

Date

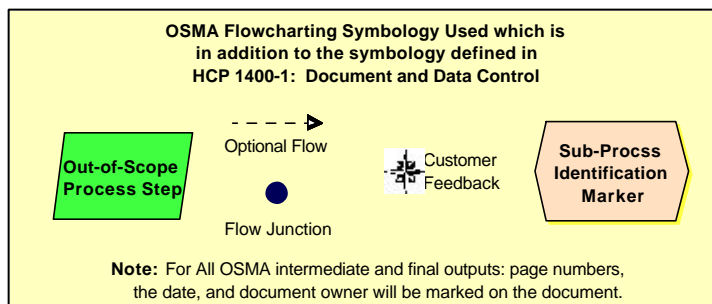
DOCUMENT HISTORY LOG

Status (Draft/ Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		February 29, 2000	
Revision	A	April 14, 2000	Editorial Corrections to Section 2, Section 4 references, and steps 6.02, 6.04, 6.08, 6.09, 6.10, and 6.15 and modified Section 5 Flowchart to add interim outputs and step 6.07, name of step 6.14 (new #); deleted step #6.13 (old #) by combining with step 6.09.
	B	February 1, 2002	Added customer list, customer feedback to sections 5 and step 6.09. Editorial correction to Definition in 3.4.

OWI Author: QS/Jon Mullin

OSMA Staff Member Responsible for this HOWI: QS/Jim Lloyd

Customers for this HOWI: Internal: AA/SMA
External: none



1. Purpose

The purpose of this Office of Safety and Mission Assurance (OSMA) HQ Office Work Instruction (HOWI) is to document the process for managing NASA's Agency-Level response to an Emergency situation. The goal of NASA's Emergency Response program is more than just responding to the Federal Response Plan, it is the core of the NASA Agency Safety Initiative to ensure protection of NASA personnel, NASA property, NASA flight personnel and the public. This HOWI also specifies the Quality Records associated with the process.

2. Scope and Applicability

This OSMA HOWI is applicable to the OSMA Safety and Risk Management Division (Code QS) Emergency Preparedness Program Manager, and the Director of the Safety and Risk Management Division. The Code QS DD has the responsibility of supporting the Federal Response Plan and executing the Emergency Preparedness Program and the NASA Emergency Preparedness Program Plan, Procedures and Guidelines. OSMA Staff Members supporting an emergency situation may assist in the execution of this HOWI.

3. Definitions

- 3.1. Emergency Preparedness Program (EPP): As defined by NPD 8710.1 "Emergency Preparedness Program," it is NASA policy to provide the baseline capabilities that meet minimum requirements for responding to emergencies. Such baseline capabilities are to be maintained during normal duty hours of each workday, with the goal that they can be rapidly expanded in the event of an emergency. In some postulated emergency situations, the baseline capabilities may present a degree of unavoidable but acceptable risk; however, instituting such a baseline capabilities is considered a prudent and economical course of action.
- 3.2. EOC: Emergency Operations Center
- 3.3. FEMA: Federal Emergency Management Agency
- 3.4. FRP: Federal Response Plan
- 3.5. LLIS: Lessons Learned Information System
- 3.6. NASA-Wide response: Response to an emergency Situation which uses more than one Center, Agency-Level money or will have National impact or publicity.
- 3.7. PM: Program Manager

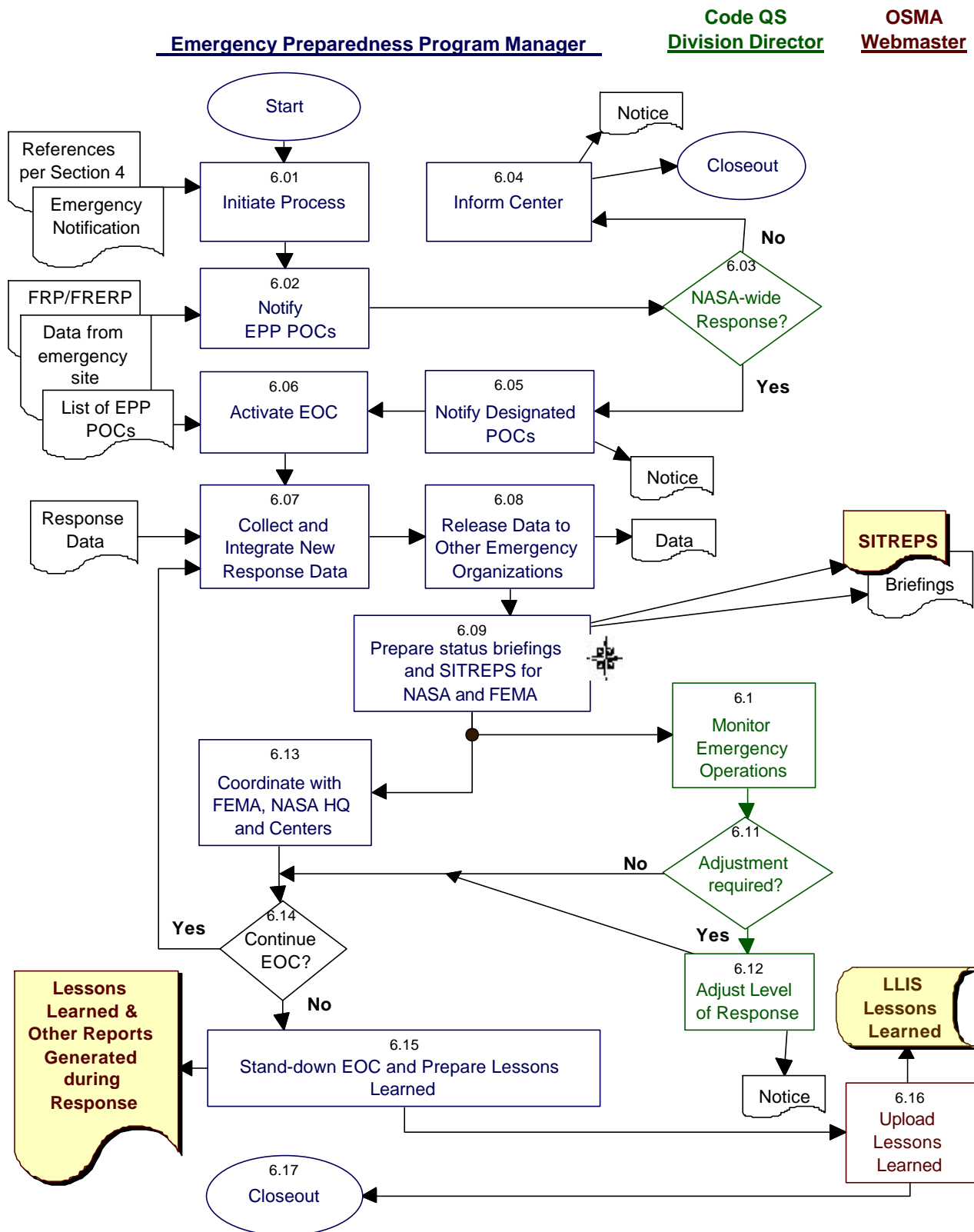
4. Reference Documents

The documents listed in this section are used as reference materials for performing the processes covered by the Quality Management System (QMS). Since all NASA Headquarters Level 1 (QMS Manual) and level 2 (Headquarters Common Processes) documents are applicable to the QMS, they need not be listed in this Section unless specifically referenced in this OSMA HOWI.

- 4.1. [NPD 8710.1: Emergency Preparedness Program](#)

- 4.2. [NPG 8715.2: NASA Emergency Preparedness Program Plan Procedures and Guidelines](#)
- 4.3. *Federal Response Plan (FRP)*
(Note: as of 4/2000, latest version was April 1999)
- 4.4. *Federal Radiological Emergency Response Plan (FRERP)*
(Note: as of 4/2000, latest version was April 1997)
- 4.5. *EPP-QS-97-01A: Radiological Emergency Response Plan for the NASA Cassini Mission for the 1999 Earth Gravity Assist (August 1999)*

5. Flowchart



6. Procedure

6.01 EPP Manager

Initiate Process:

The Emergency Preparedness Program (EPP) Program Manager (PM) identifies that an emergency condition exists affecting NASA. Identification can come via an official notification from a NASA Center, another Federal Agency's EPP or via the news media.

6.02 EPP Manager

Notify EPP POCs:

The EPP Manager notifies the NASA response support agencies as defined in the FRP and NASA management of the condition. The list of personnel to notify is outside the scope of the HOWI. It is a compilation of internal and external EPP personnel and offices.

6.03 Director, Code QS and EPP Manager

NASA-wide Response?

After reviewing the available data on the Emergency Situation, the Director, Safety and Risk Management Division and the EPP PM decide on the use of NASA Assets to meet a Federal Response Plan (FRP) emergency declaration or a NASA Center requirement. (Reference NPG 8715.2. Chapter 1 Basic Emergency Preparedness, Chapter 2 Program Plan Situations and Assumptions & Chapter 3 Concept of Operations). Based on the EPP Manager's professional experience and the advice/consent of NASA Management, the decision is made to either initiate a NASA-wide Response (go to step 6.05) or leave the response at a Center-Level (go to step 6.04).

6.04 EPP Manager

Inform Center:

The EPP Manager informs the Center(s) affected by the situation that a NASA-wide response will not be initiated and the process is closed out.

6.05 EPP Manager

Notify Designated POCs:

The EPP Manager notifies the affected Headquarters Codes and NASA Centers of the need for their assistance in the emergency response.

NASA HQ Codes will report to the NASA HQ EOC prepared to support the EPP plan. NASA Centers tasked with the activity activate their Center EOCs in support of the plan with appropriate response.

6.06 EPP Manager with Designated EPP POCs

Activate EOC:

Note: HOWI 8700-Q034 is a related EOC and will use similar resources, but will not follow this HOWI nor this HOWI follow HOWI 8700-Q034.

The EPP Manager activates the OSMA Emergency Operations Center (EOC) for NASA HQ, and sends notifications using documents plus associated links, checklists/guidelines plus associated links, and designated point of contact (POC) information). Activation is done in accordance with NPG 8715.2 Chapter 3.2.3, 3.3, and Appendix C.

6.07 EPP Manager

Collect and Integrate New Response Data:

The EPP Manager will update the data already recorded in step 6.02 (et al). The EPP Manager will especially look for changes in the situation per NPG 8715.2.

6.08 EPP Manager

Release Data to Other Emergency Organizations:

The response data recorded will be exchanged with other federal and regional emergency agencies. Determination of what data to release and to whom to release is unique to each emergency situation and will depend of the EPP Manager's professional experience and the phase of the emergency response per NPG 8715.2.

6.09 EPP Manager

Prepare Status Briefings and SITREPS for NASA and FEMA:

The status of NASA resources, the emergency response status and past and planned activities are prepared to apprise NASA senior staff and Federal Emergency Management Agency (FEMA). The briefings will contain data gathered from Center situation reports and communications. Reports are forwarded to FEMA and the White House if unique NASA resources are affected. Briefings are done in accordance with NPG 8715.2 Chapter 3.2.3, Chapter 6.1 through 6.2.7.H, Appendix C, Attachment A to Appendix C). (Internal Customer Feedback).

The EPP Manager will prepare periodic Situation Reports (SITREPS) to keep NASA Management and others informed on the status of the response. The SITREPS are designed both to document the response and to keep the community informed. (Reference NPG 8715.2 Chapter 6)

6.10 Code QS Division Director

Monitor Emergency Operations:

The Code QS DD reviews the emergency situation data and the response level needed. The Code QS DD reviews the response status to see if adequate resources are being used to respond to the situation. The analysis is unique for each response and will rely heavily on his professional experience. NPG 8715.2 Chapter 6.1.13 provides further guidance on the response allocation.

6.11 Code QS Division Director (DD) Adjustment Required?

If the DD determines that the level of NASA resources being expended on the response needs to be increased, changed or decreased, then the process continues with step 6.12 to make the change. Otherwise, the process jumps to step 6.13.

6.12 Code QS Division Director

Adjust Level of Response:

As the response continues, the QS Division Director will adjust the level of response to best assist NASA. The operation will continue until the emergency condition is abated or recovery has been declared. Resource allocations are provided to involved parties.

6.13 EPP Manager

Coordinate with FEMA, NASA HQ and Centers:

Coordination with FEMA, NASA Headquarters Codes, and NASA Centers as required to ensure continuity of response and resources.

6.14 EPP Manager

Continue EOC?

If the Emergency Situation has not been completed, the process returns to step 6.07, otherwise termination activities for the EOC begin.

6.15 EPP Manager Stand-down EOC and Prepare Lessons Learned:

When the situation no longer requires that the EOC be staffed, the EPP Manager, with the advice/consent of the Code QS Division Director, will stand-down the EOC and, as the Agency-Level emergency response is complete, will secure it.

The emergency preparedness planning process is reviewed and Lessons Learned are prepared and finalized. The report is forwarded to management for information. (Reference NPG 8715.2 Chapter 6.1.13.Q)

The Lessons Learned report is filed as the Quality record(s). Additionally, the EPP Manager will review the reports made and received during the response and will file those reports necessary to document the events which occurred during the response. This will vary with each response and will rely on the experience of the EPP Manager.

6.16 OSMA Webmaster Upload Lessons Learned:

Upload the Lessons Learned to the Lessons Learned Information System (LLIS). NPG 8715 Chapter 6 provides further information on the LLIS data and data controls.

6.17 EPP Manager Closeout:

After all response actions are completed, and the web updated, the process can be closed.

7. Quality Records

Record ID	Owner	Location	Media Electronic /hardcopy	Schedule Number & Item Number	Retention & Disposition
SITREPS	EPP Mngr	EPP Mngr files	Master hardcopy with original signature	Schedule: 1 Item: 119.A	Retire to FRC 5 years after response completed, when 30 years old send to NARA
Lessons Learned & Other Reports Generated during Response	EPP Mngr	EPP Mngr files	Hardcopy	Schedule: 1 Item: 119.A	Retire to FRC 5 years after response completed, when 30 years old send to NARA
LLIS Lessons Learned	EPP Manager	LLIS	Electronic	Schedule: 1 Item: 119.A	Delete when 10 years old or no longer applicable to NASA